NOVARTIS

Administrative Assistant & Office Coordinator

Job ID
REQ-10090554

十月 26, 2026

Mexico

摘要

#LI-Hybrid
Location: Mexico City, Insurgentes
Contract Type: This role is based in Mexico City, Insurgentes. Novartis is unable to offer relocation support: please only apply if accessible.
Reimagining Medicine Starts With Our People
We are seeking a highly organized, proactive, and service-oriented Administrative Assistant & Office Coordinator to support the Director & Site Head, US Medical Affairs and the broader Mexico US Medical Affairs (USMA) team.
In this role, you will be the operational backbone of the team, ensuring seamless coordination across a dynamic US-Mexico matrix organization. You will manage executive administration, office operations, team activities, onboarding processes, stakeholder engagement, and key business logistics while creating a positive and efficient experience for employees, leaders, visitors, and external partners.
The ideal candidate is a trusted professional who anticipates needs, manages multiple priorities with discretion, embraces digital tools and AI-enabled ways of working, and thrives in a fast-paced, collaborative environment.

About the Role

Key Responsibilities

Executive & Administrative Support

- Provide comprehensive administrative support to the Director & Site Head, US Medical Affairs.
- Manage complex calendars across multiple time zones, coordinating meetings and leadership priorities.
- Arrange business travel, itineraries, expense reports, document approvals, and administrative follow-up actions.
- Prepare meeting agendas, presentations, briefing materials, correspondence, and action trackers.
- Monitor key commitments, deadlines, and deliverables to support leadership effectiveness.
- Handle confidential information with the highest level of professionalism and discretion.

Office & Team Coordination

- Serve as the primary administrative contact for the Mexico USMA team.
- Coordinate internal and external meetings, workshops, trainings, town halls, offsite events, and team-building activities.
- Manage meeting logistics, including venue arrangements, virtual meeting links, catering, materials, and attendee support.
- Coordinate executive, customer, and stakeholder visits, including transportation, workspace arrangements, badges, agendas, and hospitality.
- Maintain team collaboration tools, shared calendars, contact lists, templates, Teams channels, and SharePoint resources.

People Experience & Team Engagement

- Support onboarding and offboarding activities for employees and contingent workers.
- Coordinate IT access, equipment requests, training logistics, and introductory meetings for new team members.
- Assist with employee engagement, recognition, communications, and culture-building initiatives.
- Foster a welcoming, inclusive, and professional environment for colleagues, visitors, and business partners.

Operational & Financial Administration

- Support purchase requisitions, purchase orders, vendor management activities, invoice processing, expense tracking, and budget administration.
- Collaborate with Procurement, Finance, Human Resources, IT, Facilities, Security, and other support functions to address operational needs.
- Identify opportunities to improve efficiency, standardize processes, and enhance team productivity.
- Utilize Microsoft 365, Copilot, and approved digital tools to streamline workflows and generate

business content.
- Support accurate record management and operational documentation.

Compliance & Quality

- Ensure all activities are conducted in accordance with company policies, compliance requirements, confidentiality standards, and record retention guidelines.
- Support the identification and reporting of adverse events and product quality complaints through established processes, when applicable.
- Maintain high levels of accuracy, integrity, and accountability in all administrative activities.

Essential Requirements

- Bachelor's degree in Business Administration, Communications, Hospitality, or a related field preferred.
- Minimum of 3 years of experience in executive support, office coordination, administrative operations, or a similar role.
- Experience supporting senior leaders and cross-functional teams.
- Experience working in international or matrix organizations is highly desirable.
- Previous experience in healthcare, pharmaceuticals, life sciences, or other regulated industries is an advantage.
- Fluent English and Spanish, both written and verbal.

Technical Skills

- Advanced proficiency with Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, and SharePoint.
- Experience using Copilot or other approved AI productivity tools.
- Familiarity with SAP or similar systems for purchase orders, invoices, expenses, and vendor management is preferred.
- Strong calendar management, travel coordination, event planning, document management, and administrative operations skills.

Core Capabilities

- Exceptional organizational and prioritization skills with the ability to manage multiple competing deadlines.
- Proactive mindset with the ability to anticipate needs and solve problems independently.
- Strong attention to detail and commitment to quality.
- Excellent interpersonal, written, and verbal communication skills.
- High degree of discretion, professionalism, and confidentiality.
- Customer-focused approach with a strong service orientation.
- Ability to build collaborative relationships across functions, cultures, geographies, and levels of seniority.
- Adaptability and willingness to leverage technology and AI-enabled solutions to drive efficiency and continuous improvement.

Commitment to Diversity & Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condici ó n m é dica o discapacidad, necesita una adaptaci ó n razonable para cualquier parte del proceso de contrataci ó n, o para desempe ñ ar las funciones esenciales de un puesto, env í e un correo electr ó nico a tas.mexico@novartis.com y perm í tanos conocer la naturaleza de su solicitud y su informaci ó n de contacto. Incluya el n ú mero de posici ó n en su mensaje.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients ' lives. Ready to create a brighter future together? **https://www.novartis.com/about/strategy/people-and-culture**

Benefits and Rewards: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: **https://www.novartis.com/careers/benefits-rewards**

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部门
US

Business Unit
Marketing

地点

Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area
Facilities & Administration

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6ae3c0afa9256378921371", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default: alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};

config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } }; }

// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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